

Role of the Executive Sponsor

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Program

How will outpatients be improved

- Share across cultures
- Learn new languages
- Focus on patients
- Demonstrate improvement
- Challenge pre-conceptions
- Respect and value the differences

Incentives for outpatient improvement

- Patient benefit
- Prestige
- Peer pressure
- Publication
- Praise
- Purchasing power

Leadership

“Leadership is working with people and processes to produce needed change”

Wessner:Park Nicollet

“A leader has to be, to know and to do”

Prof John Adair



Leadership

- Vision and inspiration
- Practice goals (e.g. mobility, pain relief)
- Role modelling
- Clinical and corporate governance
- Organisational goals (eg waiting times)
- Measure systems improvements
- Process redesign and development

Leaders' roles

- Build the will to improve
- Set aims and measures
- Create a plan to achieve the vision
- Provide on-going review and support
- Agree and monitor individuals' goals

Leaders' challenges

- Change management
- Quality improvement
- Managing complexity
- Managing ambiguity
- Agitating

Leaders' qualities

- Integrity
- Openness
- Sense of humour
- Respect for others
- Listening and learning
- Courage

What is a sponsor

The word sponsor derives from the Latin word for guarantor

How are you going to support and sponsor the team?

- Share and promote the vision
- Meet with teams regularly
- Make this project one of your priorities
- Celebrate and recognise success
- Be outcome focused
- Use influence to motivate colleagues
- Ensure improvement team is effectively functioning
- Ensure the Project Coordinator has appropriate line management and mentorship

Celebration

- Show-case your successes
- Communicate as far and wide as possible: draw attention to your work
- Thank people in public as well as private, even consultants
- Fun is not a crime!